

# Overview

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## Preface

Postsecondary schools and third-party servicers who participate in the U.S. Department of Education (ED) Federal Pell Grant Program must report Pell disbursements through the Recipient Financial Management System (RFMS).

This reference contains technical system information that allows you to:

- Build your own system
- Use a system provided by another organization (for example, a vendor or third-party servicer)
- Use EDExpress for Windows, the software package provided by the U.S. Department of Education, in combination with your own system or vendor-provided software

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## Organization

The *RFMS Technical Reference for 2001-2002* is organized as follows:

- Overview
- Custom Layouts
- Implementation Guide
- Combination Systems Layouts
- Appendices

The Implementation Guide is a reference to assist schools that participate in the Federal Pell Grant Program, their third-party servicers, and their software vendors with implementing the system changes for the 2001–2002 RFMS Program.

All schools and financial aid administrators should read the Overview and Implementation Guide. These sections contain important phone numbers to call for assistance, as well as information to help you choose how you want to participate electronically and how to get started in the program.

**Note:** All schools are required to transmit electronically since the 2000-2001 Award Year.

If you use a custom system, read the Custom Layouts chapter and Implementation Guide because it provides you with the essential record layouts pertinent to building your own system.

If you choose to use a combination of systems, read the Combination Systems chapter and Implementation Guide because it provides you with essential record layouts pertinent to using a combination of systems.

See “Sources of Assistance” later in this overview for additional resources.

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## What's New for 2001-2002

Listed below are the deletions, additions, and modifications for 2001-2002.

### **Deleted:**

- Special disbursement record. RFMS now has only one disbursement record layout.
- All special disbursement record Edit Codes (500s) because special disbursements will not be used in 2001-2002.
- Disbursement Edits 418, 419, 420, and 421 so that a school's funding is not affected by records reported with a Verification status of "W."
- Edit 216 for the current cycle, since "Grantee DUNS Number" and "Financial Servicer DUNS Number" fields are deleted from the Grant Batch Header record.
- Edit 234 as it does the same processing for an invalid destination mailbox ID as Edit 233.
- "Verification Status is "W" and student is not selected for Verification" condition from Edit 309. This was deleted so that schools who want to use Verification "W" for internal purposes can keep that code on the origination record.
- Last condition from Origination Edit 322 and "Accepted PM=4" from the second condition of Edit 322.
- Edit 409 because it was never triggered due to a batch edit.

### **Added:**

- A Reconciliation File is available as a new Data Request type. It provides one record of data for each student on the RFMS. A reconciliation file can be requested for an individual student or a school's entire Pell population.
- OPE ID field to the Grant Batch Header record.
- Batch Number field to the record layout for the YTD disbursement record for 2001-2002 data only. The disbursement batch ID is in positions 104-129 of the record layout.
- Student's Name, Attended Pell ID, Blocker Amount and Percentage to the Multiple Reporting Record (MRR) file.
- "Payment Period Start Date" in positions 56 to 63 for both the disbursement and disbursement acknowledgement records. This field is required only for ineligible schools. Also, the YTD disbursement record makes all of the special disbursement fields unused and should be blank-filled.
- A 3-position field for "Sequence Number" to the database and to the origination and origination acknowledgement records in positions 229-231. This field allows schools to track the update version of the origination record RFMS has on file.
- Descriptions for Edit Messages for batch edits 201, 202, and 209.
- Action Code "D" for duplicate origination records for Edit Code 302.
- Separate Edit Code for duplicate reference numbers. The duplicate reference part of the edit remains in Edit 403 with the invalid value components becoming the new edit.
- New Edit Codes 440 to 445 that notify schools of records rejected by the Case Management Office because of inadequate or missing information.

- Action Code “D” for duplicate disbursement records to Edit Code 403.
- Edit Code 430 that rejects a record if the disbursement reference number is already used at RFMS.
- Edit Code 431 that rejects a record if the disbursement reference number is invalid.

**Modified:**

- Year-to-Date (YTD) Requests for an individual attended campus or for all attended campuses to be made under one reporting campus.
- Edit 406 to indicate that the reported disbursement amount has been adjusted.
- Edit 414 to not reject when a disbursement amount is sent in for \$0 and the Debit/Credit Indicator is “N.”
- All record layouts as a result of discontinuing the special disbursement process. The “Number of Payment Periods” field are no longer used on the origination record or origination acknowledgement record.
- Origination Edit 303 and split it into two separate edits: one for the SSN and the other for the Name Code. This was done to assist schools in knowing which invalid data caused the edit to occur.
- Origination Edit 315 to include Academic Calendar =5 and Payment Method =5 as an invalid condition.
- Each part of the Origination ID to be evaluated as separate edits. Edits 301 and 401 are affected.
- Tables for the 2001-2002 Federal Pell Grant Program Regular and Alternate Payment Schedules. The schedules are posted on ED’s student financial assistance Web site, [www.ifap@ed.gov](http://www.ifap@ed.gov).

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# Introduction to the Recipient Financial Management System (RFMS)

Schools report Pell disbursements to ED through RFMS. As in previous years, most schools receive an initial Pell authorization.

The reporting process starts with origination records. Origination records can be sent well in advance of any disbursements, as early as a school chooses to submit them. A school should submit origination records for any student that it might pay a Pell award to. When RFMS receives an origination record, it checks the record to make sure there are no errors and returns an acknowledgement to the school.

When a school makes a disbursement, or anticipates making a disbursement, it must send a disbursement record to RFMS. The disbursement record reports the actual disbursement date and the amount of the disbursement. RFMS returns an acknowledgement for the disbursement record, which lets the school know if there were any problems with the submission. In addition, RFMS sends information from disbursement records to the Education Central Automated Processing System/Grants Administration and Payments System (EDCAPS/GAPS, or GAPS), and the school's authorization is adjusted once the initial authorization is exceeded.

**Note:** All schools are required to transmit electronically.

## **RFMS Software**

ED provides a Pell Payment module as part of the EDExpress for Windows software. However, schools aren't required to use this software. Schools using this software can refer to the desk reference for the Pell Payment software or the online Help in EDExpress for help.

A school that develops its own software can refer to the record layouts for the various RFMS records found in this reference. The records must be formatted correctly to be accepted by RFMS. See the Implementation Guide for more information.

## **Pell Authorization**

At the beginning of each award year, most schools are given an initial authorization based on an estimate of the Pell funds the school needs in order to cover its first Pell Grant disbursements. As the award year progresses, the authorization for the school is adjusted based upon the actual disbursements the school reports to RFMS. RFMS sends information on the school's initial authorization to GAPS. It also sends an Electronic Statement of Account (ESOA) to schools to notify them of their initial authorization. The ESOA is sent through SAIG with the message class PGAS02OP; this is called Advance Funding.

ED has placed some schools on Reimbursement or Cash Monitoring. These schools do not receive an initial authorization but instead receive funding as the disbursement batches that they submit are accepted.

In 2000-2001, RFMS expanded the Just-in-Time (JIT) pilot program. The schools participating in this pilot also do not receive an initial authorization; instead, they submit disbursement batches. When the batches are accepted, the funds are deposited directly into the school's bank account.

As the school reports disbursements to RFMS, RFMS makes any necessary adjustments to the authorization and notifies GAPS so those funds are available to the school. RFMS enables ED to track a school's need for funds as the award year progresses and adjusts the school's authorization on that basis.

The Pell funds that the school reports as expenditures must equal the total payments to eligible Pell recipients at the school. The system provides a method for a school to reconcile its records of expenditures with ED's records. This documentation is the Year-to-Date data.

## **Origination Records**

The origination record establishes a student's eligibility and the Pell award the student can receive for the award year. A school must submit an origination record for every Pell recipient.

Included on the origination record are the estimated dates the school expects to pay the student. These estimated disbursement dates differ from the disbursement dates submitted on the disbursement record which are the actual dates the disbursement was made or is expected to be made.

Also included on the origination record are the payment methodology, academic calendar, enrollment status or hours attended, and award amount for the whole year. RFMS calculates the scheduled award for the student based on the information provided on the origination record. If the award calculated by RFMS is the same as the amount that is on the submitted origination record, the record is accepted. If it differs and the amount calculated by RFMS is lower, the record is accepted with corrections. RFMS never increases an award amount.

A school submits an origination record for every student it might pay during the award year; however, the school does not have to disburse funds for each origination record. Also, more than one school can submit an origination record for a student. RFMS accepts only one origination record from each school for each student; if a school submits another origination record with different data for a student, RFMS treats the new record as an update to the original record.

A school can submit an origination record as early in the year as it chooses, once the system starts up. It is to the school's benefit to submit origination records well in advance of the time of disbursement. This will allow the school enough time to correct any problems with the student's eligibility that might otherwise delay disbursements. Also, RFMS has to



accept an origination record for a student before a disbursement record can be processed and a disbursement is made. Submitting the origination records early ensures that disbursement records are not rejected because there is no acceptable origination record.

If a school does submit an origination record and disbursement record for a student in the same batch, the origination record gets processed first. However, if there is a problem with that origination record and it is rejected, the disbursement record is also rejected.

The software should help schools enter data in the correct origination record format. Some fields of the origination record are required and others are optional. The school should still make sure the information is correct and included for all fields of the origination record for that student. The EDEExpress software does not let the school submit invalid data, and schools should make sure that any programs they use do the same.

### ***Origination Record Acknowledgement***

When RFMS receives origination records, it edits them to make sure there are no errors. Then it sends an acknowledgement back to the school. RFMS sends one acknowledgement record back for each origination record it received. RFMS accepts the origination record without corrections, make corrections to some of the items, or reject the record. RFMS only rejects the record if there are errors that can't be corrected.

The acknowledgement record has an action code that shows whether the origination record is accepted (A), corrected (C), duplicated (D), or rejected due to errors (E). The record also has Edit/Comment Codes that explain why a particular record was corrected or rejected.

When an origination record is accepted or corrected, the acknowledgement record reports the values on file within RFMS for each data element on the origination record. RFMS keeps each data element's accepted or corrected value. If an origination record was rejected, the acknowledgement record reports the values reported by the school for each data element. RFMS does not keep any data for an origination record that was rejected due to errors.

Schools should check records rejected because the SSN was invalid or didn't match (edit code 303); in many cases, this means that the student isn't in the Pell database. The school must correct (or have the student correct) these errors on the SAR/ISIR before it can receive any payment for the student from ED.

## **Disbursement Records**

A school must report each payment made to each eligible student. RFMS has one record for reporting disbursements: the disbursement record. Schools use the disbursement record, which has only 5 items the school needs to report.

**Note:** One item, Payment Period Start Date, is filled out only when a school becomes ineligible. This item helps RFMS to decide whether the school will receive Pell award funds again.

### ***Timing of Submissions***

Before RFMS accepts a disbursement record, it must have an accepted origination record for the student. Although a school can submit both records in the same batch, if there is a problem with the origination record and it is rejected, the disbursement record is not accepted.

Under Advance Funding, a disbursement record can be submitted as early as 30 days before the actual disbursement date. However, a school may want to wait until closer to or after the disbursement date, because if a reported disbursement isn't made, the school must submit another disbursement record reducing the payment amount. Schools using Just-In-Time Funding can submit records up to five days before the disbursement date.

In all cases, a record that is submitted too early is rejected. A disbursement record should be submitted no later than 30 days after the disbursement is made. A school is required to report disbursements within 30 days of making the payment (see "Reporting Deadline," *2000-2001 Student Financial Aid Handbook*, Pell Reference).

### ***Disbursement Acknowledgement Record Items***

The disbursement record must have an Origination ID, which must match an origination record in the RFMS database. If there is no match, the disbursement record is rejected. It must also have a disbursement reference number. Some software programs, including EDEExpress, assign a disbursement reference number automatically when the disbursement is entered in the software. If the school assigns these numbers, the number must be from 01 to 90 and must be different for each of the student's disbursements. Schools may find it convenient to number each student's first disbursement 01 and use consecutive numbers for the following disbursements.

There are two parts to reporting the disbursement amount. If the Accepted Debit/Credit Indicator field on the disbursement record is set to P (positive), it means the school is reporting a positive disbursement (money paid to the student). If it is set to "N" (negative), the school is reporting a negative disbursement (money taken from the student or an award reduction). On the first disbursement record the school submits for a student, the Accepted Debit/Credit Indicator field must be "P" (positive).

The school reports the disbursement amount separately from the indicator. The disbursement amount is reported as seven numbers, with no other characters.

When RFMS receives disbursement records, it edits them to make sure there are no errors. RFMS sends one acknowledgement record for each disbursement record back to the school.

RFMS accepts the record without corrections, makes corrections to some of the items, or rejects the record. RFMS rejects the record only if there are errors that cannot be corrected. The acknowledgement record includes an action code that indicates whether the record is accepted (A), corrected (C), duplicate (D), or rejected due to errors (E).

The record also has Edit/Comment Codes that explain why a particular record is corrected or rejected. When a disbursement record is accepted or corrected, the acknowledgement record reports back the values on file within RFMS for each data element on the disbursement record. RFMS keeps each data element's accepted or corrected value. If a disbursement record is rejected, the acknowledgement record reports back the values reported by the school for each data element. RFMS does not keep any data for a record that was rejected due to errors.

The acknowledgement record has a year-to-date (YTD) disbursement amount when a disbursement record is accepted or corrected. The school can use this to help reconcile its records for a student with ED's records of what the student received for the year. If the disbursement record was rejected, the YTD disbursement amount is blank.

## **Multiple Reporting Record**

In order to reduce potential overpayments, RFMS has a record called a multiple reporting record (MRR). This record informs schools when another school submitted an origination record or disbursement record on a student for whom it submitted records. Schools are permitted to request these records, but they may be sent automatically in some situations.

The processes for origination, disbursement, and multiple reporting records are located in the Implementation Guide and in the January 2000 Action Letter on the IFAP Web site ([www.ifap.ed.gov](http://www.ifap.ed.gov)). Information on making corrections and changes to origination and disbursement records are also located in the Implementation Guide.

## Reconciliation File Record

A new data request type record, the reconciliation file record, is included in the RFMS record layouts. This type of request can be for an individual student or an entire school. It provides one record of data for each student.

The reconciliation file is a one-record summary of the data RFMS has for the student. This record is similar to the old Student Payment Summary (SPS) record produced by PGRFMS. A school can use this record to reconcile the total disbursement amount per student with RFMS. If the amounts do not match, there is information on the reconciliation record that should help to determine where the discrepancy is located.

## Year-to-Date Records

RFMS has year-to-date (YTD) records. The YTD file includes origination and disbursement information for each student, as well as summary information for everything the school submitted. However, the YTD data includes information only from those records that are accepted or corrected. RFMS doesn't keep any information from rejected records. YTD records aren't automatically sent to schools; schools must request them.

The year-to-date records are copies of all of the data for a student in RFMS. The YTD can be used to rebuild a database.

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## System Options

The U.S. Department of Education gives you maximum flexibility in fashioning a system solution that best meets your school's needs. There are three system options:

### Custom System

You have the option of developing a system to support all the necessary tasks required to participate in the Federal Pell Grant Program, purchasing a software package from a third-party servicer, or contracting a third-party servicer.

### EDExpress for Windows

EDExpress for Windows is a comprehensive financial aid management system provided at no cost by the U.S. Department of Education. It is a student-based system that allows you to perform functions, such as processing federal application data, including loading and printing Institutional Student Information Records (ISIRs) received electronically from the Central Processing System (CPS). It also computes student award packages; maintains funds; tracks file documents; generates reports; establishes loan origination records; prints promissory notes; manages disbursement data; reconciles funds; and reports Federal Pell Grant payment data.

### Combination EDExpress/Custom System

You can choose to use a portion of the functions provided by EDExpress in conjunction with external systems or software from another vendor. EDExpress allows you to import data captured in other on-campus systems (for example, a financial aid packaging system). You can export data needed by other on-campus systems (such as the school's business office) from the EDExpress database.

## Items to Consider in Choosing a System Option

The following section addresses questions that may help you decide which system design option is best for your school.

Grant Volume	How large is the grant volume at your school?
Available Resources	How much of the following resources are available: staff, data processing resources, equipment, and money?
Existing Systems	What existing systems are in place and how easy is it to integrate?
Time Constraints	Is there enough time available for a system to be developed?
Campus Communications	Are there existing means of communication between offices involved in the Federal Pell Grant Program? (These offices could include financial aid and bursars.)

The remainder of this section describes the hardware and interface requirements for using the EDEExpress Combination System option.

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## PC Requirements

If you are planning an equipment purchase to participate in the Federal Pell Grant Program, the following list describes the minimum required configuration. These requirements are subject to change in 2002. Look for a notice in the Federal Register and a Dear Partner Letter, which was published on December 22, 2000 (Vol. 65, No. 247 pages 80841-80844).

- IBM or fully IBM-compatible PC with a Pentium 200 MHz processor or better.
- 64 MB total memory or more.
- 300 MB of available hard disk space (depending on the functions you use and how many records you store in your database).
- 56 K analog modem K flex or X2 technology.
- Dedicated phone line.
- 3.5"/1.44 MB high-density floppy disk drive, including 3.5" high-density double-sided diskettes.
- Windows 95 keyboard (for example, IBM Enhanced 101 or 102 Keyboard).
- Microsoft compatible mouse.
- Laser printer capable of printing on standard paper (8 1/2" x 11").
- 32-bit operating system (Microsoft Windows 95, Microsoft Windows 98, or Microsoft Windows NT 4.0).
- Monitor and video card capable of Super Video Graphics Adapter (SVGA) (800 x 600) resolution (small fonts only). EDEExpress is designed in SVGA. You may use a higher resolution than SVGA at your own discretion.
- Internet Service Provider (ISP) or connection to the Internet. A connection to the Internet is necessary to access the "Info for Financial Aid Professionals" Web site ([www.ifap.ed.gov](http://www.ifap.ed.gov)). It is also necessary for submission of the Application for Approval to Participate in Federal Student Aid Programs (recertification, reinstatement, and changes), and required in order to download the software from the Internet.



## Optional Items to Consider

The following items are recommended as additional tools to assist you in managing your financial aid data:

- 12X CD-ROM drive with sound board for other future software distributions.
- Backup system (for example, a tape backup system) to store your data.
- Power supply backup or surge protectors.
- Phone line surge protector.
- Virus scan software.

**Note:** A backup of EDEExpress should be performed on a regular basis. Make sure your backup can be restored.

If you are running EDEExpress on a local area network (LAN), refer to the LAN Hardware and Software recommendations in the *EDEExpress Installation Guide*, located on the IFAP Web site ([www.ifap.ed.gov](http://www.ifap.ed.gov)).

## Interface Requirements

EDEExpress interfaces with other ED-provided software modules and systems resident on the same PC, with other systems at the school, and via the Student Aid Internet Gateway (SAIG).

## Interface with other ED-provided Software Systems on PC

EDEExpress includes modules for Application Processing, Packaging, Direct Loan, and Pell. You can import ISIRs from the Application Processing module to create Pell Grant records. However, each record requires manual entry (or import change) before the record can be originated. Alternatively, you can import packaged student records from the Packaging module of EDEExpress to create Pell origination records. EDEExpress uses the award amounts calculated in the Packaging module to establish the grant records in the Pell module.

The Student Aid Internet Gateway (SAIG) communications software, EDconn32, can coexist on the same PC with EDEExpress. EDconn32 is a Window's-based software package that participants use to transmit data across the network to the RFMS systems. EDconn32 is compatible with the LAN; however, care should be taken when using EDconn32 in a LAN environment because of its lack of file and record-locking capabilities.

## **Interface with Other Software Systems on Campus**

Your other school computer systems, used for registration or accounting, are potential providers of data to the EDEExpress Pell Grant module. EDEExpress is designed to import data captured in other systems and is reformatted according to specifications provided in this technical reference.

Likewise, data in EDEExpress can be exported for use in other on-campus systems. 2001-2002 Record Layouts for the export files are provided so your school systems can be modified.

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## Sources of Assistance

If you have problems or questions, listed below are sources of assistance.

**Note:** Telephone numbers are subject to change.

**CPS Customer Service** **800/330-5947**  
**Telecommunications Device for the Deaf (TDD/TTY)** **800/511-5806**

*E-mail: cps@ncs.com*

*SFA Technical Support:*

*<http://www.ed.gov/offices/OSFAP/sfatech/listserv.html>*

*Fax: 319/358-4260*

*Working hours are 7 a.m. - 7 p.m. (CT), Monday through Friday*

- CPS Batch Status
- Custom/Combo/Mainframe Support for Direct Loans
- Software
  - EDEExpress Software—App Express, Packaging, Direct Loan, and Pell
  - FISAP Software
  - QA Tools Software
  - SSCR-32 Software
- Technical References
  - Direct Loan Technical Reference
  - EDE Technical Reference
  - FISAP Technical Reference
  - Packaging Technical Reference
  - SSCR Technical Reference
- Rejected EDE Records and Batches
- Renewal Application Processing
- Use of CPS On-line Query

**Customer Service Call Center (CSCC)****800/4ED-SFAP  
or 800/433-7327***E-mail: SFA\_Customer\_Support@ed.gov**Fax: 202/260-4199**Working hours are 9 a.m. - 5 p.m. (ET), Monday through Friday*

- Application Processing Questions
- Help with Contacting Other Staff in the U.S. Department of Education
- Title IV Policy Questions

**Direct Loan Client Account Managers**

Region I (CT, MA, ME, NH, RI, VT)	617/565-6911
Region II (NJ, NY, PR, VI)	212/264-8012
Region III (DC, DE, MD, PA, VA, WV)	215/656-5929
Region IV (AL, FL, GA, KY, MS, NC, SC, TN)	404/562-6259
Region V (IL, IN, MI, OH, WI)	312/886-8766
Region VI (AR, LA, NM, OK, TX)	214/880-2405
Region VII (IA, KS, MO, NE)	816/880-4090
Region VIII (CO, MN, MT, ND, SD, UT, WY)	303/844-3677, EXT 121
Region IX (AZ, CA, HI, NV)	415/556-4201
Region X (AK, ID, OR, WA)	206/287-9840

**Direct Loan Consolidation****800/557-7392***E-mail: loan\_consolidation@mail.eds.com**Web site address: <http://www.ed.gov/DirectLoan/consolid.html>**Working hours are 7 a.m. - 7 p.m. (CT), Monday through Friday*

**Direct Loan Operations Staff****202/708-9951***E-mail: [direct\\_loans@ed.gov](mailto:direct_loans@ed.gov)*

Direct Loan Procedures and Operations

*Web site address: <http://www.ed.gov/DirectLoan>**Working hours are 7:30 a.m. – 4:30 p.m. (ET), Monday through Friday***Direct Loan Origination Center****800/848-0978***E-mail: [loan\\_origination@mail.ed.gov](mailto:loan_origination@mail.ed.gov)**Fax: 800/557-7396**Working hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

- Acknowledgements
- Batch Integrity Errors
- Check Sum Errors
- Direct Loan Batch Status
- Implementation Guide Questions
- Interface Issues
- Promissory Notes
- Rejected Direct Loan Batches

**Direct Loan Servicing Center****800/848-0979***(Borrower Referral Only)***Telecommunications Device for the Deaf  
(TDD/TTY)****800/848-0983***Working hours are 8 a.m. - 8:30 p.m. (ET), AVR Available 24 Hours a Day, Monday through Friday**Web site address: <http://www.dlServicer.ed.gov>**Fax: 800/848-0984*

**School Services****888/877-7658**

*Working hours are 8 a.m. - 5:30 p.m. (ET)*

- Delinquency Issues
- Interface Issues

**FAFSA on the Web and FAFSA Express Customer Service 800/801-0576**

*E-mail: FAFSAWeb@ncs.com*

*FAFSA on the Web site address: <http://www.fafsa.ed.gov>*

*FAFSA Express Web site address:  
<http://www.ed.gov/offices/OPE/express.html>*

*PIN Web site address: <http://www.pin.ed.gov>*

*Working hours are 7 a.m. - 10 p.m. (CT), Monday through Friday*

- Application Status
- FAFSA Express Software Assistance
- FAFSA on the Web, Renewal App on the Web, and Correction on the Web Assistance
- General Questions on Electronic Filing
- Help Accessing the Web Page

## **Federal Pell Grant Program**

**800/4PGRANT  
or 800/474-7268**

*E-mail: [pell\\_systems@ed.gov](mailto:pell_systems@ed.gov)*

*Fax: 301/548-2396*

*Web site: <http://www.pellgrantsonline.ed.gov>*

*Working hours are 8 a.m. - 8 p.m. (ET) Monday through Friday*

### **Customer Service**

- Batch Processing Status and Rejected Batches
- Current Authorization Level
- General Inquiries concerning RFMS
- Information and Data Request Regarding Award Years Prior to 1999-2000
- Pell Grant Web Page Questions

### **Web Site**

- Authorization Level for 1999 – the present
- Batch Status for 1999 – the present
- Links to Pell Grant resources

### **CMO Offices**

Boston Team (CT, ME, MA, NH, RI, VT)	(617) 223-9338
New York Team (NJ, NY, PR, Virgin Islands)	(212) 264-4022
Philadelphia Team (DC, DE, MD, PA, VA, WV)	(212) 656-6442
Atlanta Team (AL, FL, GA, MS, NC, SC)	(404) 562-6315
Chicago Team (IL, MN, OH, WI)	(312) 886-8767
Dallas Team (AR, LA, NM, OK, TX)	(214) 880-3044
Kansas City Team (IA, KS, KY, MO, NE, TN)	(816) 880-4053
Denver Team (CO, MI, MT, ND, SD, UT, WY)	(303) 844-3677
San Francisco Team (AZ, CA, HI, NV, American Samoa, Guam, States of Micronesia, Palau, Marshall Islands, N. Marianas)	(415) 556-4295
Seattle Team (AK, ID, IN, OR, WA)	(206) 287-1770

### **Federal Student Aid Information Center**

**800/4FED AID  
or 800/433-3243**

### **Telecommunications Device for the Deaf (TDD/TTY) 800/848-0983**

**800/730-8913**

*Working hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

- Application Status
  - Distribution of Selected Publications
  - NSLDS Borrower Tracking Questions
  - Student Financial Aid Program Questions
  - Duplicate SARs or Address and School Changes
- (Student only): 319/337-5665



**Grant Administration and Payment System (GAPS) 888/336-8930**

*Web site address: <http://gapsweb.ed.gov>*

*Working hours are 8 a.m. – 8 p.m. (ET), Monday through Friday*

**National Student Loan Data System (NSLDS) 800/999-8219**

*Working hours are 7 a.m. - 7 p.m. (CT), Monday through Friday*

- NSLDS Batch Status
- Online NSLDS
- Perkins Data
- Rejected NSLDS Records
- SSCR Assistance

**Program Development Division 202/708-8242**

*Working hours are 8 a.m. to 4:30 p.m. (ET), Monday through Friday*

- Policies
- Regulations

**Title IV WAN Customer Service****800/615-1189***E-mail: t4wan@ncs.com**Fax: 319/339-6983**Working hours are 7 a.m. - 10 p.m. (CT), Monday through Friday*

- Billing and Invoices
- Campus-Based Award Letter
- EDconn32
- EDE Enrollment and Participation
- Network Password Changes and Resets
- Software and User Manual Distribution
- Transmission Errors

**Universal Automation Labs (UAL)****877/801-7168***Fax: 301/565-0613**Working hours are 8 a.m. - 5:30 p.m. (ET), Monday through Friday*

- FISAP Edit File
- FISAP Replacement Year-to-Date File